

VOLUNTEERS OF AMERICA WESTERN WASHINGTON OLD FRIENDS CLUB

Program Policies

What is Old Friends Club?

Volunteers of America Western Washington (VOA) is an affiliate of the Old Friends Club (the Club) network, which supports Clubs throughout the Puget Sound. Clubs offer a dementia-friendly community to those in the early stages of dementia for laughter, learning, and belonging. For caregivers of those living with dementia, Clubs provide a dependable, consistent respite so they can take a breath.

Caregiver & Member Definitions

For purposes of VOA’s policies for the Club, “Caregiver” is defined as the person who has primary care giving responsibility for their Member. A “Member” is a participant in the Club. Caregivers can manage program registration, payment and communication; discuss health and behavior with VOA OFC staff; and make decisions on behalf of the Member.

Program Essentials:

Lynnwood Neighborhood Center Club	Carl Gipson Center Club
Lynnwood Neighborhood Center 19509 64th Ave W Lynnwood, WA 98036	Carl Gipson Center 3025 Lombard Ave Everett, WA 98201
Mondays & Wednesdays, 9:30am-2:30pm	Tuesdays & Thursdays, 9:30am-2:30pm

Holiday Closures: VOA does not operate the Club on these holidays: New Year’s Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, July 4th, Labor Day, Veterans Day, Thanksgiving, Christmas Eve, Christmas, & New Year’s Eve.

Inclement Weather: In the case of service interruptions caused by weather, VOA follows the lead of the local school district. When the local school district is closed, the Club will be closed. When the school district has a delayed start, the Club will also have a delayed start.

Club Contact Information: Club Coordinator: ofccordinator@voaww.org; 425-232-6002.

Program Components: Each Club day includes an opportunity for coffee or tea in the morning with socialization, lunch, and a mix of activities that may include: daily news, brain games, card games or board games, arts and/or crafts, physical activity and music.

Eligible Participants

The Club serves adults with early- to mid-stage dementia. Participants must be able to demonstrate these behaviors independently, without one-on-one assistance of caregiver or VOA staff or volunteer: feeding themselves, using the bathroom, moving short distances, (if applicable) taking medication, cooperating in a group setting, and consistently treating others with respect.

Reasons for Ineligibility

- Member needs more than minimal assistance with transfers
- Extreme fall risk (e.g., requiring a gait belt/contact assistance for safe ambulation)
- Member needs significant medication management, more than reminders or opening bottles
- Medical or dietary needs that cannot be addressed in the program
- Inability to eat independently
- Exit-seeking that cannot be redirected
- Aggression
- Frequent incontinence
- Other behaviors that disrupt, detract from, or jeopardize the program as a whole

Medication: Caregivers understand that it is not the responsibility of VOA staff to keep or manage Member medications. Members who require medication during program hours must be capable of self-administration. VOA staff may only assist by providing reminders or opening bottles.

Discharge: If VOA staff are no longer able to safely provide care to the Member or if the Member is disruptive or poses a threat to others, the Member may be discharged from the Club.

Waitlist: In the event that a Club is full, to submit a potential Member's name for a Club waitlist, email Caregiver and Member contact information to ofccordinator@voaww.org. The OFC Coordinator will respond acknowledging the message.

Transportation:

VOA does not provide transportation to the Club. Caregivers are responsible for ensuring their Member gets to and from the Club. If driving is not an option, consider these local resources:

- **Zip Alderwood Shuttle (Lynnwood Club):** An on-demand, shared-ride service that operates within the Alderwood area of Lynnwood. It can be booked via phone or app and is affordable for seniors. www.communitytransit.org/services/zip-shuttle
- **Homage Transportation Assistance Program (TAP):** Provides door-to-door, non-emergency transportation for older adults and people with disabilities to senior centers, medical appointments, and essential errands (groceries). It is wheelchair-equipped and operates Monday–Saturday. <https://homage.org/transportation/tap/>

- **DART (Dial-A-Ride Transit):** A reservation-based, shared-ride service for residents who cannot use fixed-route buses due to a disability. It serves areas within 3/4 of a mile of local fixed-route buses. www.communitytransit.org/services/dart-paratransit
- **Community Transit Fixed-Route Buses:** Offers low-floor, accessible buses, with seats at the front reserved for seniors and riders with disabilities. The Senior Regional Reduced Fare Permit (RRFP) gives riders 65+ discounted fares on fixed-route buses. Apply for a Senior RRFP ORCA Card here: <https://www.communitytransit.org/older-adult>

Meal Policy

Lunch is included in the cost of attending the Club. VOA does not guarantee that staff can accommodate specific dietary needs or avoid serving foods that contain ingredients a Member may be allergic to. Caregivers are required to discuss Member's dietary needs with staff at enrollment. In the event that VOA cannot accommodate specific needs, the Caregiver must plan to send a lunch with their Member.

Mandatory Reporters

VOA staff are considered Mandatory Reporters and are required to report suspected abuse, neglect, or exploitation to Adult Protective Services.

Caregiver Agreements

Availability: If the Member is not able to stay through the day staff will call the Caregiver first to pick them up. If VOA staff are unable to reach the Caregiver, they will call the emergency contacts in the order provided at enrollment. The Caregiver agrees to remain available via phone or ensure an emergency contact is available via phone during program hours.

Update Contact Info: The Caregiver agrees to share updated contact information in the event that information changes from the time of original program registration.

Proactive Communication: The Caregiver agrees to notify VOA's OFC Coordinator as soon as possible in the event that their Member will not attend the program on a specific day, or will arrive late or leave early. The Caregiver also agrees to notify VOA's OFC Coordinator in the event that the Member is no longer eligible to participate in OFC.

Share Important Legal and Medical Documents (if applicable): If their Member has a Physicians Order for Life Sustaining Treatment (POLST) in place, Caregivers agree to share a copy of the POLST with VOA OFC Coordinator to ensure that decisions will be followed by emergency personnel, in the event that staff call 911.

Agreement to Communicate: Caregivers give permission for VOA to communicate with them and add them to Club and VOA-related emails.

Release of Liability & Photo/Video Permission

VOA offers a variety of physical activities. By signing below Caregiver attests that they have the authority to enter into agreements on behalf of the participant.

VOA has not and will not render any medical advice regarding the participant’s physical condition. Caregivers and participants are aware that participation may result in accident or injury, and assume all risk related to their participation in the activity. Caregiver and participant release and hold harmless Volunteers of America Western Washington (VOAWW) and all officers, employees, assigns, and agents from all claims (including personal injury claims) arising from or relating to their participation in the activities at the VOA.

Caregivers and participants give their permission for VOA to use any photograph and video taken of them at VOA for promotion and publication purposes. All medical information will be kept confidential by VOA staff and emergency medical personnel.

By signing below, I agree to VOA’s Old Friends Club Program Policies and agree and affirm the foregoing Release of Liability and Photo/Video Permission.

Printed Name:	Signature:	Date:
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